

COMMON WATER PROBLEMS TROUBLESHOOTING



Questions?

Phone us at 1-877-527-4881 (toll free Monday-Friday 9am-5pm EST)
or email us at customercare@splashsupercenter.com

SYMPTOM	PROBABLE CAUSE	SOLUTION
<p>Water is Cloudy and Hazy</p>	<ul style="list-style-type: none"> Faulty, dirty or damaged filter, undersized filter, or pump and filter not operating long enough. Low chlorine. High pH, total alkalinity and/or calcium hardness. Algae present (even though it may be dead). Minerals in the pool water (calcium or magnesium). 	<ul style="list-style-type: none"> Check to see if filter is running properly. Backwash or clean if necessary. If filter is clean, run continuously for 48-72 hours. (Under normal circumstances, the filter should run a minimum of 10 hours per day.) When not working properly, the filter will cause your chemicals to work much harder, costing you money. Test the pool water for chlorine. If needed, add Robelle Chlorine as directed. Test the pool water for balance. Add Robelle pH Lower, Robelle Total Alkalinity and/or Robelle Calcium Hardness as needed. Add Robelle Algaecide as directed on the label. Adjust the pH, add Robelle Iron-Away, Robelle Mineral Out, or Robelle Super Mineral and Stain Erase Then add Robelle Ultimate Clarifier (4 in 1 Water treatment) as directed.
<p>Water Is Green Walls and surfaces around pool have become slimy and slippery. (Water may be cloudy.)</p>	<ul style="list-style-type: none"> Green algae growth. Not enough sanitizer (chlorine) and poor water circulation. Other causes may include: pool not shocked recently (too many chloramines); pump and filter not running long enough; low stabilizer; improperly balanced pH and total alkalinity. 	<ul style="list-style-type: none"> Brush walls and floor of pool. Adjust pH, then treat with Robelle Powdered Shock (cal-hypo), Robelle Shock Treat (liquid) or Chlorinating Shock (56% dichlor). Keep filter running and vacuum dead algae. Add Robelle Algaestroy 50 as directed to kill the algae and prevent future growth. Always use algaecide weekly to prevent algae growth.

continued

SYMPTOM	PROBABLE CAUSE	SOLUTION
<p>Water is Reddish-Brown or Green and has Pool Stains</p>	<ul style="list-style-type: none"> • Iron, copper or other metals and minerals in the pool water. 	<ul style="list-style-type: none"> • Adjust pH, add Robelle Iron-Away, Robelle Mineral Out or Robelle Super Mineral and Stain Erase, • Then add Robelle Ultimate Water Clarifier (4-in-1 Water Treatment) as directed.
<p>Dark Yellow Spots Walls and floors have dark yellow spots and have become slimy and slippery. Water may be yellowish and/or cloudy.</p>	<ul style="list-style-type: none"> • Yellow or mustard algae growth. (See other possible causes in "Water Is Green" section on page 1) 	<ul style="list-style-type: none"> • Brush off the walls and floor of the pool and use Robelle Non-Foaming Algae Control as directed. • Always use algaecide weekly to prevent algae growth.
<p>Water or Walls are Black and May Be Slimy and/or Slippery. Water may be cloudy.</p>	<ul style="list-style-type: none"> • Black algae growth. (See other possible causes in Water Is Green section above.) 	<ul style="list-style-type: none"> • Use Robelle Black Algaecide as directed to help kill algae and prevent future growth.
<p>Eye and Skin Irritation</p>	<ul style="list-style-type: none"> • Poor pH control 	<ul style="list-style-type: none"> • Check pH with test kit and adjust with either pH Rise or pH Lower until pH is 7.2 to 7.6.
<p>Eye and Skin Irritation With Strong Chlorine Odor</p>	<ul style="list-style-type: none"> • Chloramines. Chloramines (or combined chlorine) is chlorine that is 'locked up' with contaminants and has rendered your sanitizer ineffective. • Your goal is to have only 'free' chlorine in your pool. 	<ul style="list-style-type: none"> • To turn your chloramines into free chlorine, adjust pH to a level of 7.2 to 7.6 • Then treat with Robelle Powdered Shock (cal-hypo), Robelle liquid Shock Treat, or Chlorinating Shock (56% dichlor), or, if you use Oxidizing Shock & Swim non-chlorine shock, you can swim 15 minutes later. • Repeat if needed.
<p>High Chlorine Consumption</p>	<ul style="list-style-type: none"> • Heavy bather load, high temperatures, heavy rain, wind storms, low pH. • Chlorine stabilizer level is too low. • Chloramines. 	<ul style="list-style-type: none"> • Adjust pH to a level of 7.2 to 7.6. Superchlorinate with Robelle Powdered Shock (cal-hypo), Robelle Liquid Shock Treat, or Chlorinating Shock (56% dichlor). Repeat if needed. • Check chlorine stabilizer level. Add Robelle Chlorine Stabilizer and Conditioner if needed.